

# **USER MANUAL**

NYS Liquor Authority Customer Portal



# **Purpose**

The SLA Customer Portal provides NYS customers with the ability to apply for and manage their State Liquor Authority records online. This document contains detailed instructions on how the customer can utilize the online application to:

- Claim and manage an existing business with SLA
- Submit and manage a new application online
- Manage and update an existing License
- Review pending disciplinary measures against a License



# **Contents**

Purpose	2
Login	7
How to Return to SLA Portal from New York Business Express (NYBE)	7
1. Go to the NYBE homepage	7
2. Click on the selected permit	8
3. Landing on SLA portal	9
4. Viewing the Dashboard	9
How to Return to SLA Portal from bookmarked link	11
1. Logging in from link	11
How to Login to SLA Portal	11
1. Go to the NYBE homepage	11
2. Click on the selected permit	11
3. Landing on SLA portal	
4. Login or Register	14
5. Create a new account	15
6. Registration confirmation and activation email	16
Business Management	17
How to Claim a Business	17
1. Navigate to the My Business Page	
2. Click the Link to Claim	18
3. Complete the Form	
4. Review Claim Request Status	19
5. Retrieve PIN from Email	22
6. Return to Business Claiming Page	22
7. Validate the PIN	23
8. Check Claim Status	25
How to manage user access to your business	27
1. Adding a user	27



2. Edit a user	28
3. Removing a user	30
How to view Business details	33
1. Go to 'My Businesses"	33
2. View Business Details	34
How to update Business contact information	36
Go to Business Details information	36
1	36
Application Management	37
How to create a new business and submit a new Application	37
1. Go to the NYBE index page	37
2. Search for the License/Permit Application	
3. Select the Permit from results	39
4. Review Permit Information and click "Apply Online"	40
5. Review redirect message	41
6. Proceed to Permit Page	42
7. Log in to NY Gov Portal	43
8. Selecting the Business	46
9. Complete License Verification (if required)	47
10. Complete the Applicant Information Section	47
11. Complete the Principal Section	50
12. Optionally complete the Representative Information section	52
13. Complete the Schedule section	53
14. Complete the License Verification Page	55
15. Complete the Applicant Info Questions	57
16. Complete the Address Being Applied For section	58
17. Complete the Event Information page	59
18. Complete the Venue section of the application	60
19. Complete the Security section	61



	20. Complete the Document upload section	61
	21. Review the Application Summary Page	63
	22. Complete the Attestation section	68
	23. Review charges and select payment type	69
	24. Review summary of charges	70
	25. Submit Payment	71
	26. Review application confirmation	72
Нс	w to view Application Details/Summary	72
	1. Navigate to the Home Page	72
	2. View Summary	73
	3. View Confirmation	75
Нс	w to check Application Status	76
	1. Navigate to Home Page	76
	2. View Status of the application	76
Нс	w to resume a saved application	78
	1. Go to Home Page	78
	2. The user clicks on "Resume" button	79
Нс	w to view application receipt	80
	1. Go to Home Page	80
	2. View Receipt	81
Нс	w to correct a submitted application	82
	1. Review Deficiency email	82
	2. Return to portal Home Page	82
	3. Need attention Page	83
	4. Correcting/Updating the Application	85
	5. Application Confirmation	86
Hc	w to request Reconsideration on a Disapproved Application	87
	1. Review the Disapproval email	87
	2. Return the nortal Home Page	27



3. Reconsideration button	88
4. Document upload page	89
5. Application summary	90
6. Attestation Section	91
How to withdraw a submitted application	92
1. Return the portal Home Page	92
2. Withdraw button	92
License Management	94
How to check License/Permit status	94
1. Go to returning customer link to go to home page	94
2. The status is displayed on the License card. The user clicks on "View License Details" to furthed details	
The status is displayed under the "License/Permit Details"	
3	
How to view License Permit Details	96
1. Go to returning customer link to go to home page	96
2. Use clicks on "View License Details". This will display the details of the License/Permit	96
License/Permit details will be displayed	97
3	97
How to renew a License/Permit	97
1. Go to home Page	97
2. Start renewal of the License	98
3. Filling and submitting the renewal information	98
How to Submit a Trucking Permit Amendment	99
1. Go to Home page	99
2. Go to "Start Amendment"	100
3. Submitting the Amendment	102
How to Surrender a License/Permit	102
1. Go to home page	102
2. Go to licenses	103

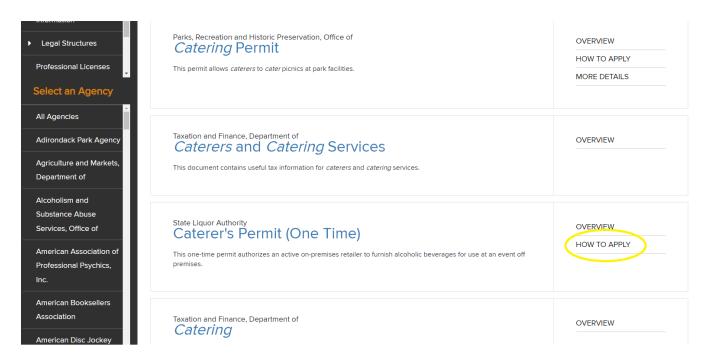


3. Submit Surrender	1	0	)3
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# Login

# How to Return to SLA Portal from New York Business Express (NYBE)

- 1. Go to the NYBE homepage
- 1.1 The user goes to <u>Business Index A-Z (custhelp.com)</u>. The user searches for the permit to be applied.

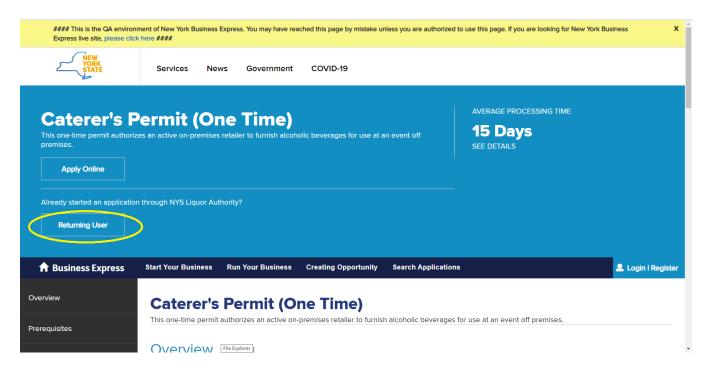




### 2. Click on the selected permit

2.1 Once the user clicks on the selected permit, it will direct the user to the permit application page.

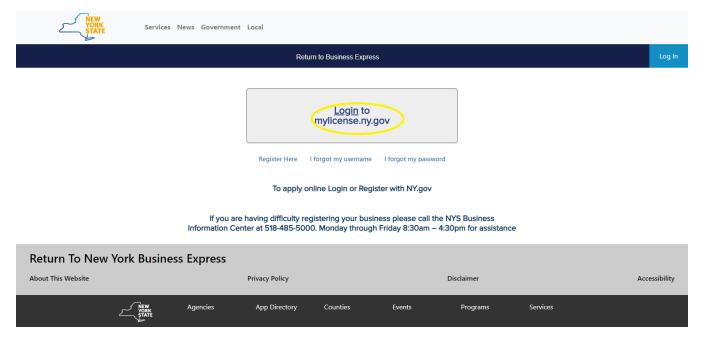
User clicks on "Returning User"





#### 3. Landing on SLA portal

3.1 Once the user clicks on "Returning user", the page will be directed to the SLA portal where the returning user logs in to the portal by clicking "Login"

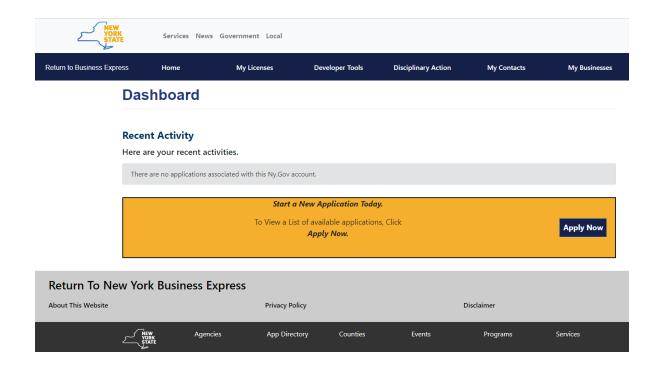


#### 4. Viewing the Dashboard

4.1 After logging in, the user is directed to view the Dashboard.







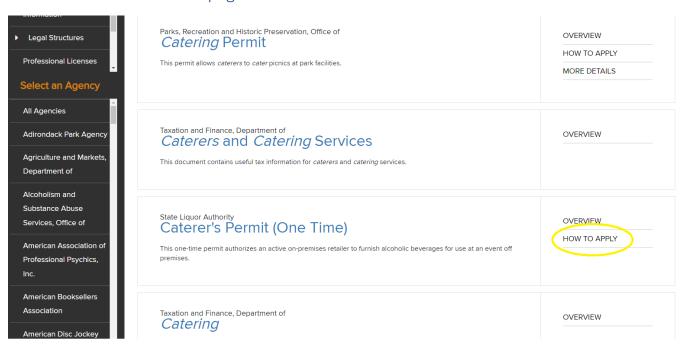


#### How to Return to SLA Portal from bookmarked link

- 1. Logging in from link
- 1.1 The user clicks on SLA (ny.gov)

## How to Login to SLA Portal

1. Go to the NYBE homepage



## 2. Click on the selected permit

2.1 Once the user clicks on the selected permit, it will direct the user to the permit application page.

User clicks on "Returning User"



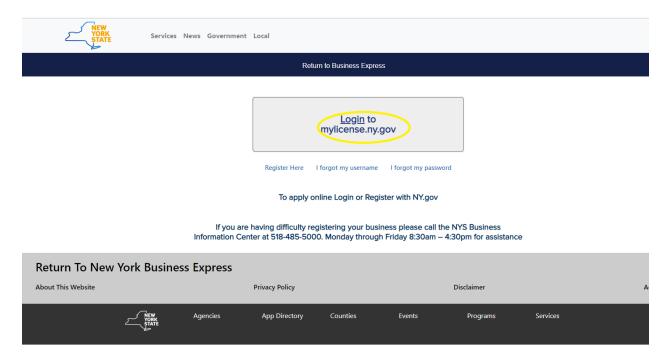


### This is the QA environment of New York Business Express. You may have reached this page by mistake unless you are authorized to use this page. If you are looking for New York Business Express live site, please click here #### Government COVID-19 AVERAGE PROCESSING TIME **Caterer's Permit (One Time)** 15 Days SEE DETAILS Apply Online Returning User Start Your Business Run Your Business Creating Opportunity Search Applications Logi **★** Business Express Overview **Caterer's Permit (One Time)** This one-time permit authorizes an active on-premises retailer to furnish alcoholic beverages for use at an event off premises. Prerequisites Overview File Explorer



### 3. Landing on SLA portal

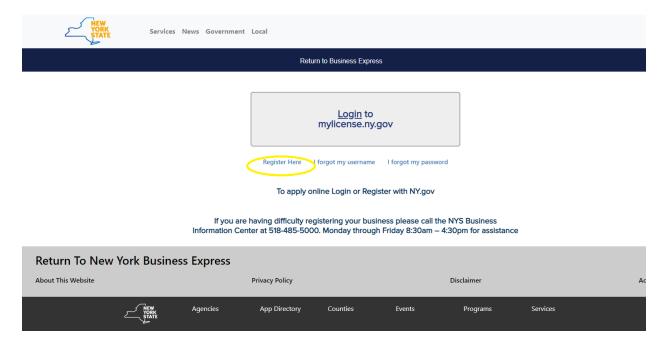
3.1 Once the user clicks on "Returning user", the page will be directed to the SLA portal where the returning user logs in to the portal by clicking "Login"





#### 4. Login or Register

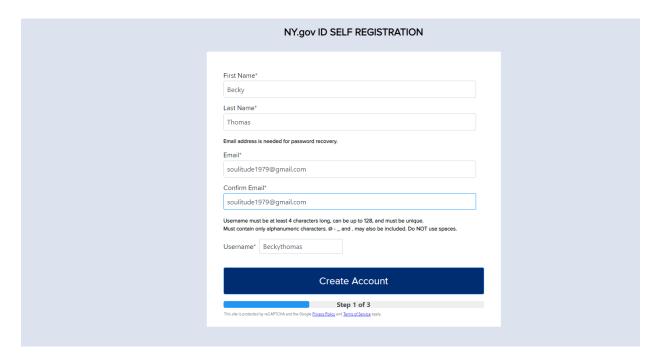
4.1 Once the user is directed to SLA portal, the user can either log in as returning customer (Follow the link as returning customer) or crate a new account by clicking the "Register Here" link





#### 5. Create a new account

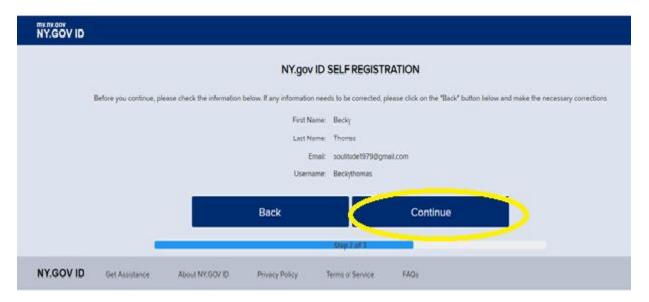
5.1 The "Register here" link takes the user to the registration page where the user fills the required information to create an account.



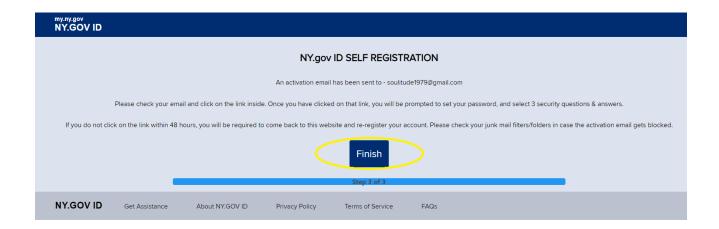




5.2 The registration page is displayed to review the information provided, and when the user clicks "Continue", the self-registration page is displayed.



- 6. Registration confirmation and activation email
- 6.1 The user is displayed with the Self registration page and steps to follow to activate the account. An activation email is sent to the email provided during registration.

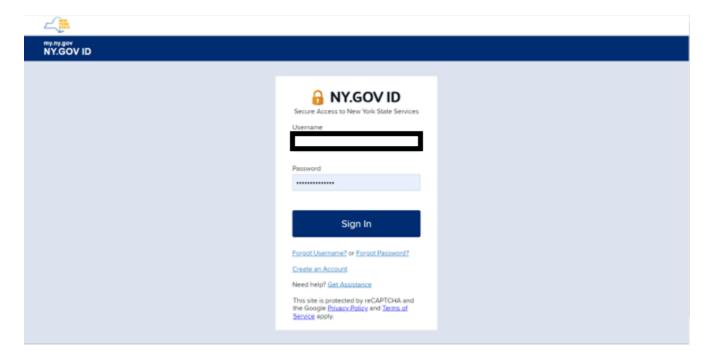


Login page





6.2 Once the user clicks on "Finish", the page will be directed to the log in page where the user logs in.



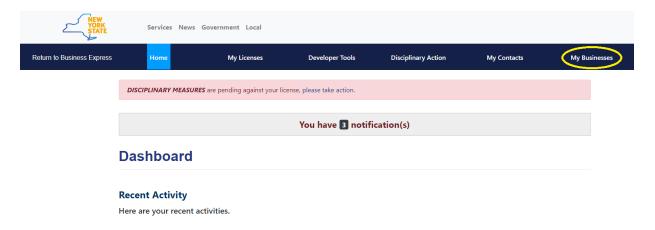
# **Business Management**

#### How to Claim a Business

- 1. Navigate to the My Business Page
- 1.1 Click the My Business menu link in the top right navigation menu

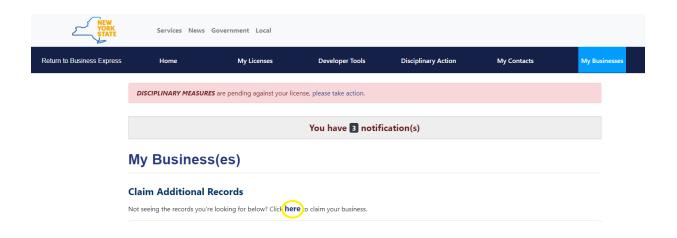






#### 2. Click the Link to Claim

2.1 Under "Claim Additional Record" click the hyperlink "here" to claim your business.

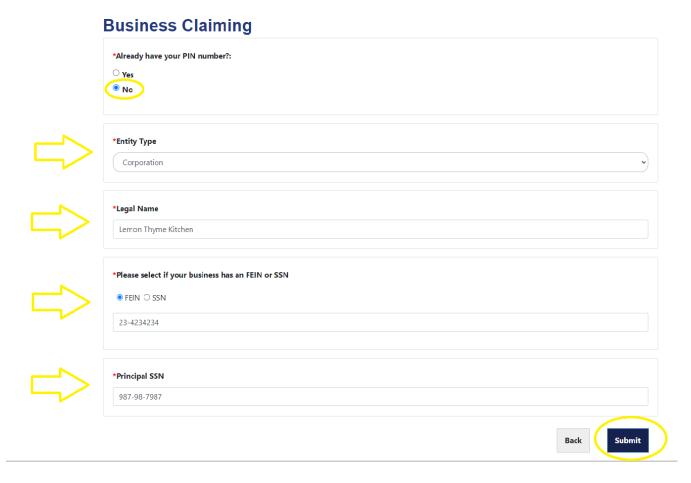






#### 3. Complete the Form

3.1 On the "Business Claiming" page, select "no" for "Already have your PIN number" and fill out the remaining form fields with your business information. Then, click "Submit".

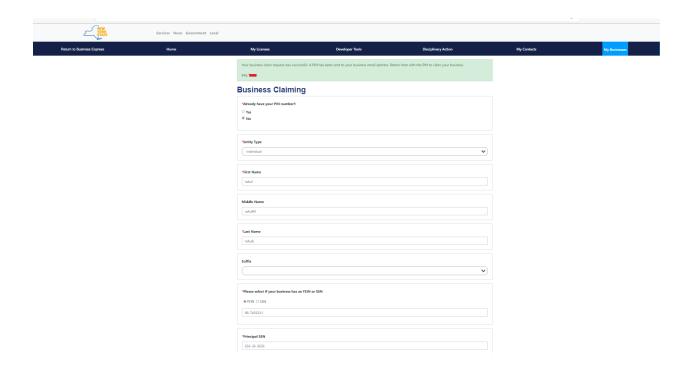


#### 4. Review Claim Request Status

- 4.1 Once the form is submitted, a message will appear at the top of the screen indicating that the request for claim is either successful or failed.
  - 4.1.1 Business Claim Request Passed: Proceed to step 5

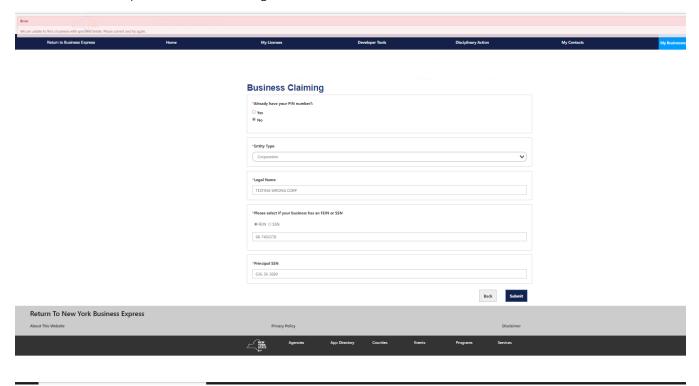








4.1.2 **Business Claim Request Failed:** Please contact the State Liquor Authority at the phone number provided in the message for assistance.

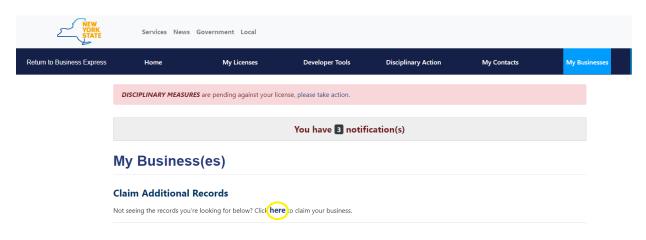






#### 5. Retrieve PIN from Email

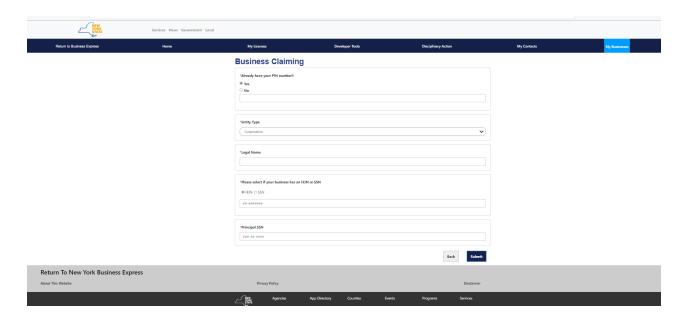
- 5.1 Once the user claim is validated, user will receive the PIN number in the email associated with the business account. User retrieves the PIN number and validates it in the Business claiming page.
  - 6. Return to Business Claiming Page
- 6.1 Click on My Business link from the menu and then click on the link to claim the business



6.2 Select Yes on "Already have Your Pin Number?"

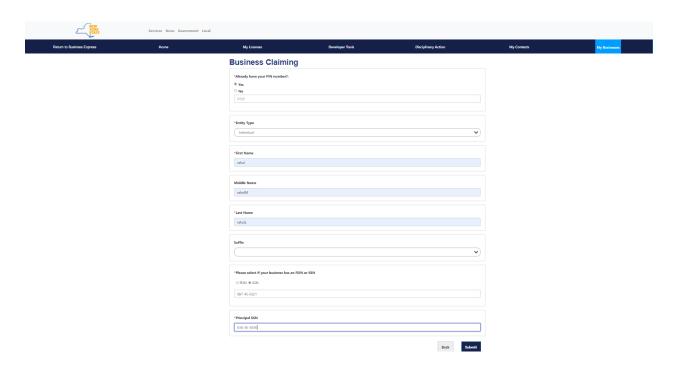






#### 7. Validate the PIN

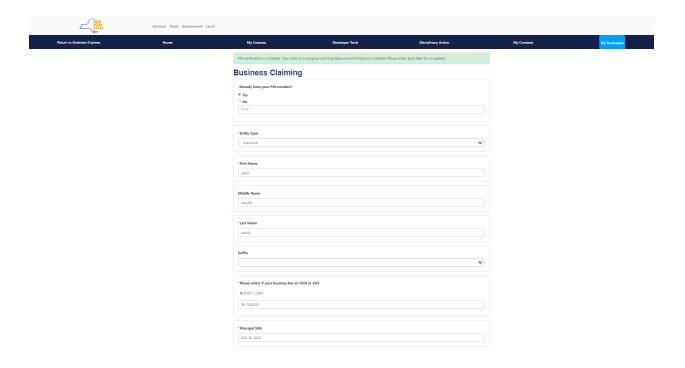
7.1 Select yes for "Already have your PIN number" and enter the PIN into the field and click "Submit".





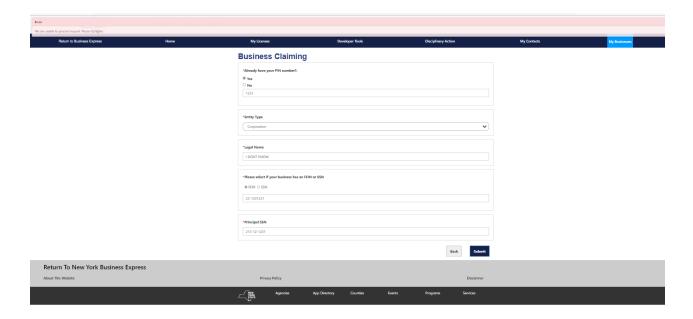


### 7.2 PIN Validation Successful: Proceed to step 8





7.3 **PIN Validation Failed:** Please contact the State Liquor Authority at the phone number provided in the message for assistance.

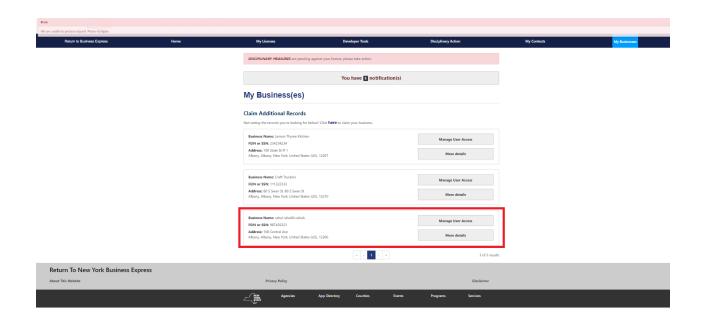


#### 8. Check Claim Status

- 8.1 Return to the SLA portal and login. Go to "My Businesses" and check to see if the business is listed.
- 8.2 **Business Successfully Claimed:** On successful claim, a notification is listed in the notification bar for review and the business will be listed in the "My Businesses" page.





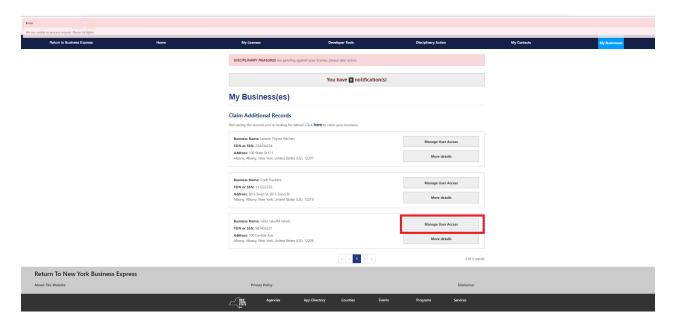




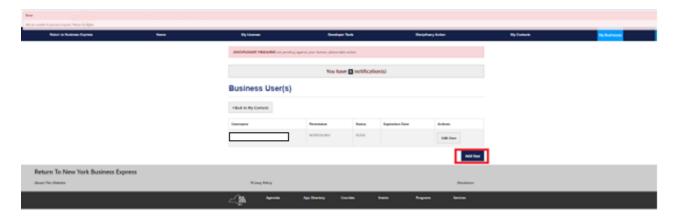
8.3 **Business Claim Failed:** Please contact the State Liquor Authority at the phone number provided in the message for assistance.

# How to manage user access to your business

- 1. Adding a user
- 1.1 Click on My Business on the menu and click again on Manage User Access on the selected business



1.2 Click on Add user in the Business user(s) page



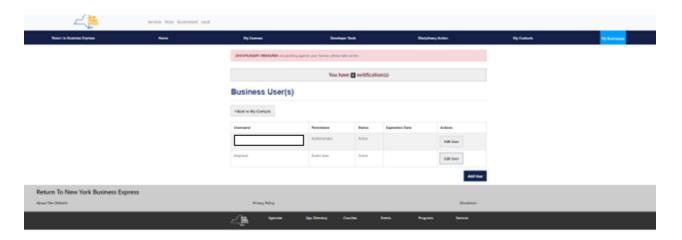




1.3 On clicking Add User a small screen pops up to enter user data. Enter the user data and click on submit button (NY.gov user ID and permission)



1.4 User is added and displayed in the Business User(s) page

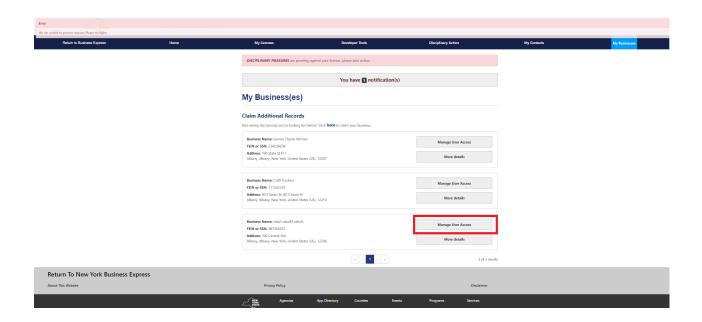


#### 2. Edit a user

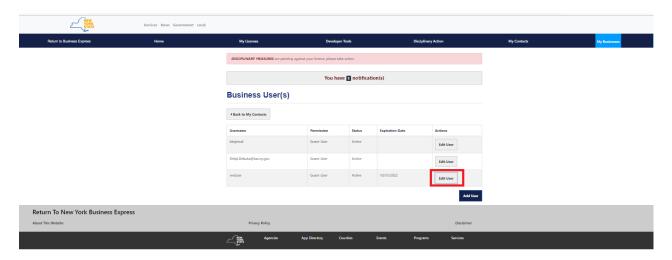
2.1 Click on My Business on the menu and click again on Manage User Access on the selected business







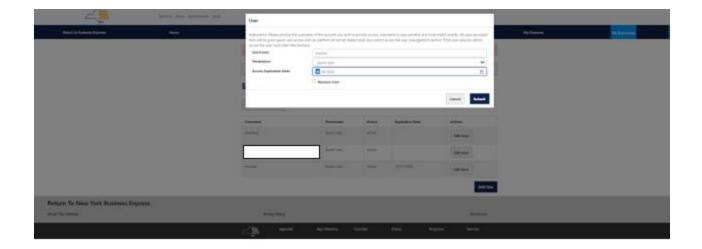
2.2 Click on Edit user button to edit a particular user in the Business user(s) page



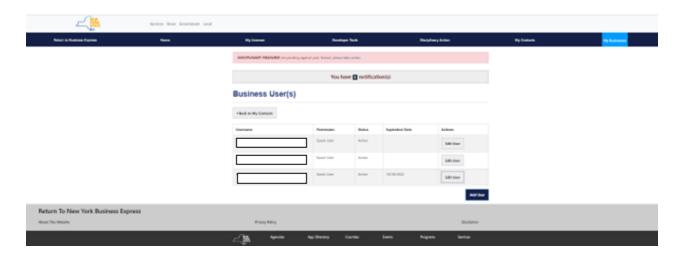
2.3 On clicking edit user a pop-up screen is displayed with user details. Make modification to the business user and click on submit button







2.4 After hitting the submit button, changes are displayed in the Business User(s) page.

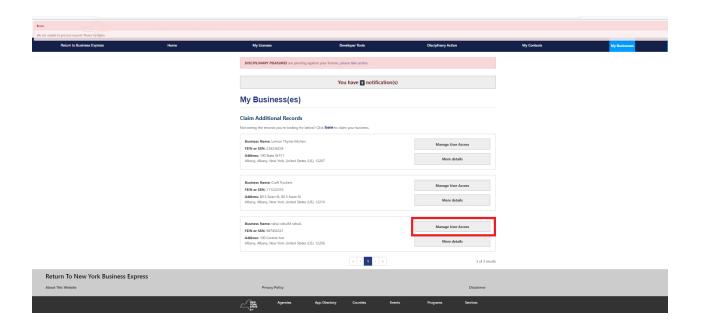


# 3. Removing a user

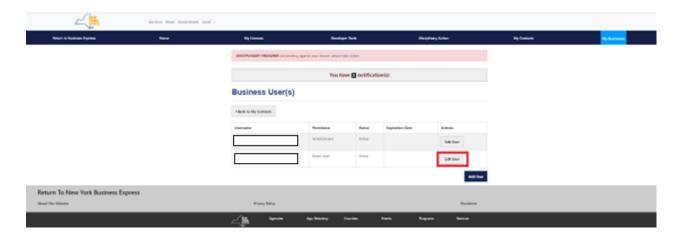
3.1 Click on My Business on the menu and click again on Manage User Access on the selected business







3.2 Click on Edit user button to edit a particular user in the Business user(s) page



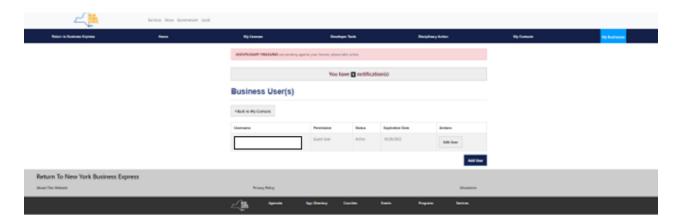
3.3 On clicking, edit user a pop-up screen is displayed with user details. Check the check box to remove user and hit on submit button.







3.4 User is removed from the Business User(s) page.

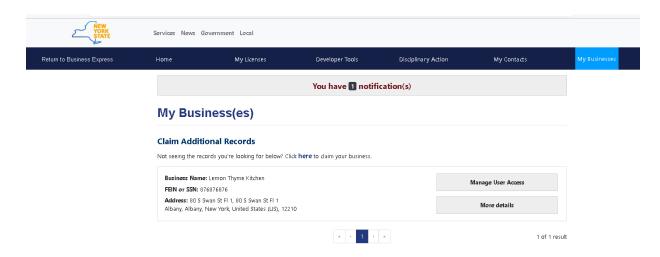




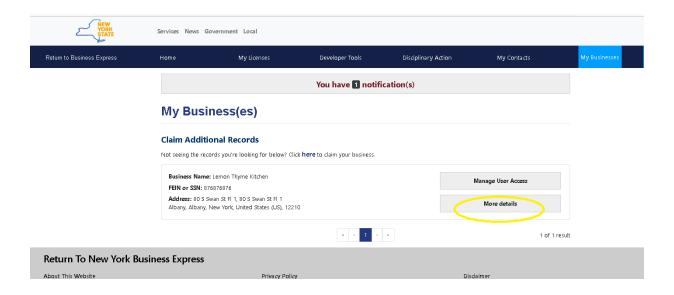


#### How to view Business details

- 1. Go to 'My Businesses"
- 1.1 User goes to My Business on the SLA Portal page.



1.2 User clicks on "View Details". The user will be directed to the Business Detail Information.

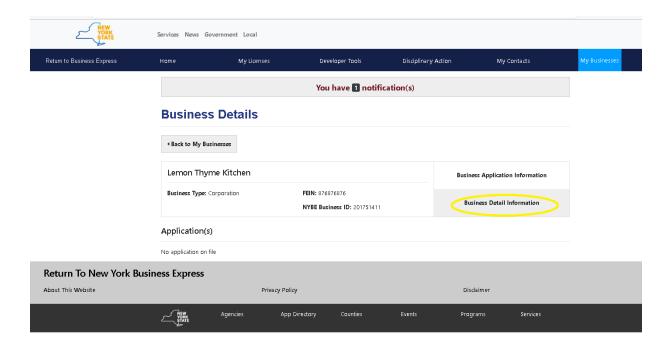






#### 2. View Business Details

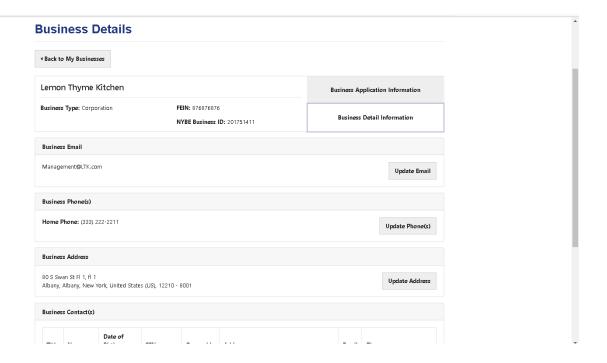
2.1 Once user clicks on the Business Detail Information, the Business details will be displayed.







#### 2.2 Business details is displayed.



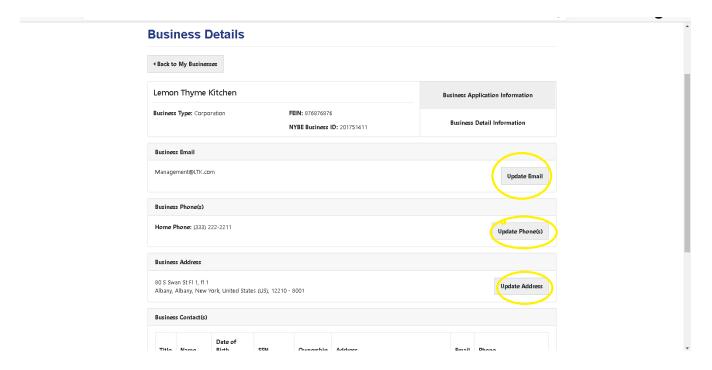




# How to update Business contact information

### 1. Go to Business Details information

1.1 The user goes to the Business details page and can update the information by clicking the update field.

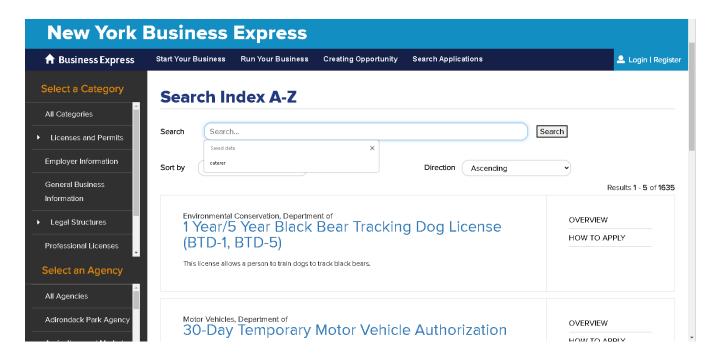




# **Application Management**

# How to create a new business and submit a new Application

- 1. Go to the NYBE index page
- 1.1 Enter the New York Business Express (NYBE) search Index URL in the browser.

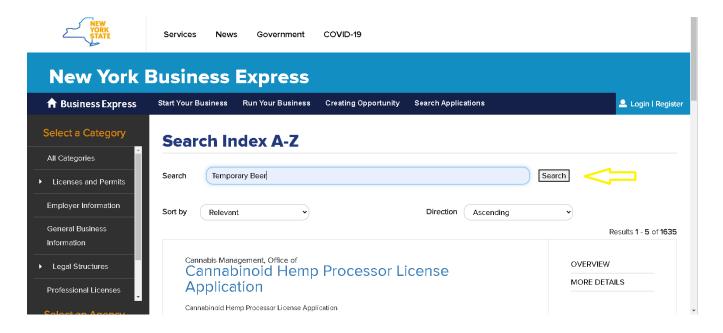






# 2. Search for the License/Permit Application

2.1 Input the Permit name in the search box and click on the search button.

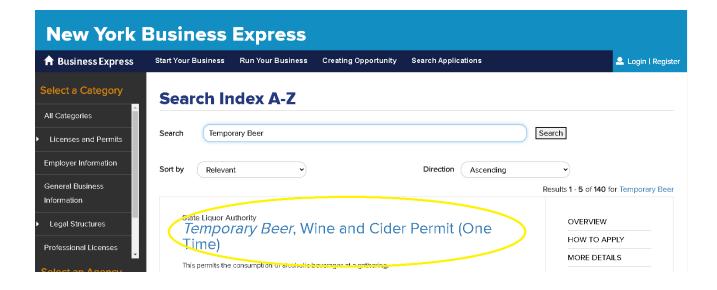






### 3. Select the Permit from results

3.1 Select the relevant permit from the search result list and click on the permit

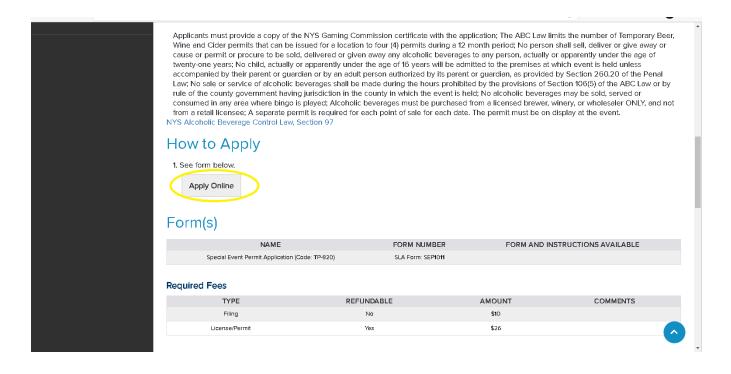






# 4. Review Permit Information and click "Apply Online"

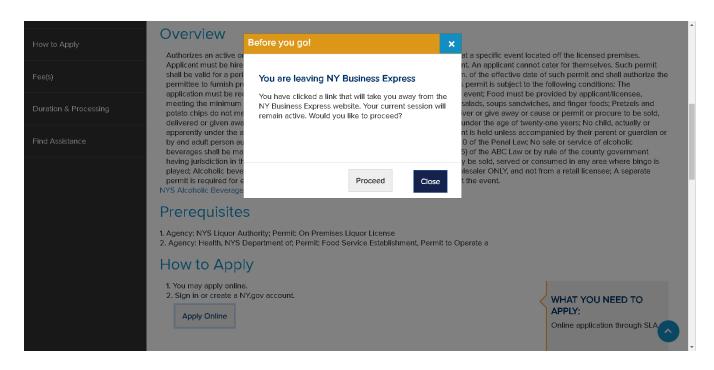
### 4.1 In the permit description page click on Apply online button





### 5. Review redirect message

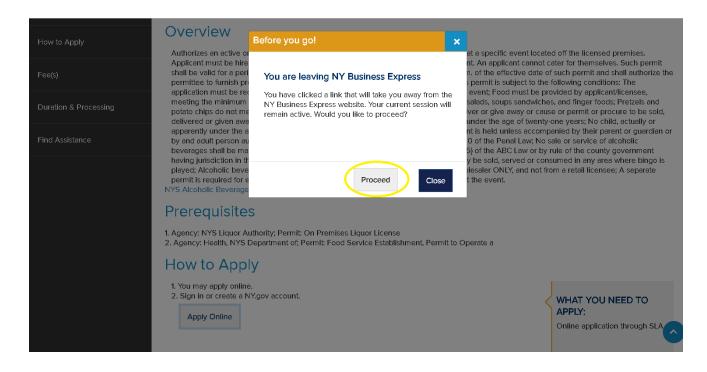
5.1 Clicking on Apply online button will display a message to user that they are being redirected from NYBE page.





# 6. Proceed to Permit Page

6.1 Click on Proceed button to be redirected to Temporary Beer/Wine permit page.

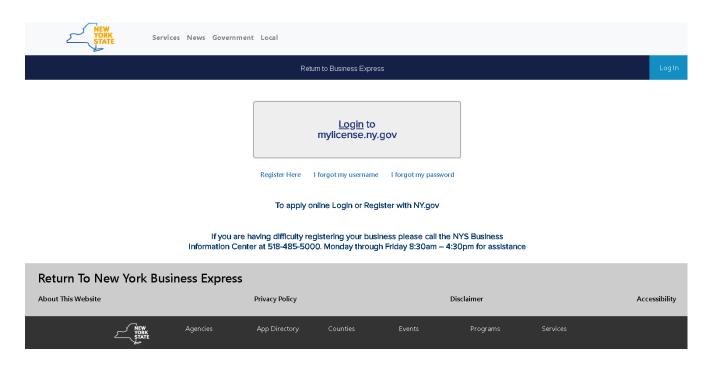






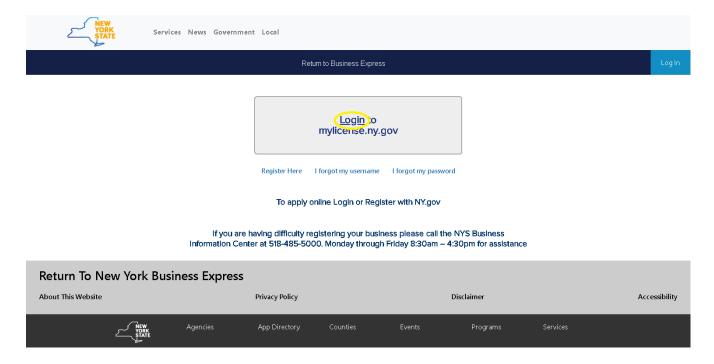
# 7. Log in to NY Gov Portal

7.1 User is redirected to the NY.gov login page to login to the portal



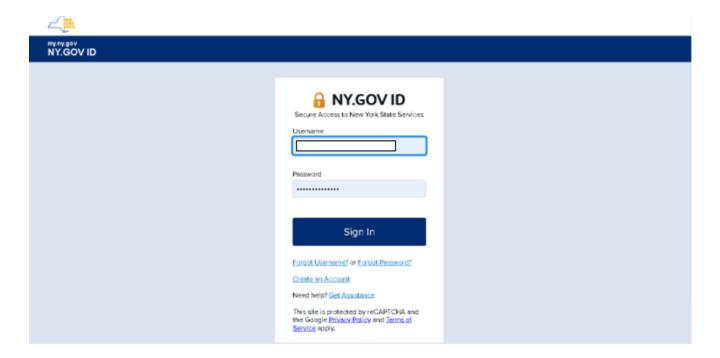


7.2 Click on Login link to login to NY. gov and sign on to the portal.





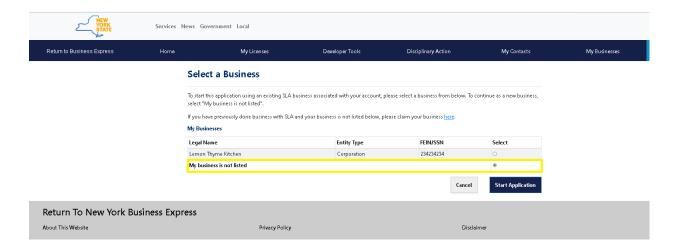
7.3 Enter the NY.gov User ID and password and click on Sign In button





# 8. Selecting the Business

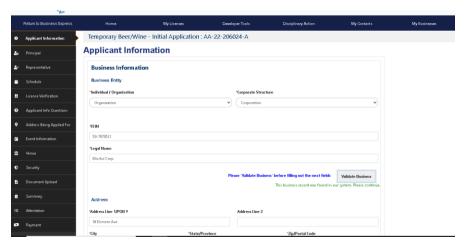
8.1 User will be redirected to their business dashboard. User can select the valid business and start the application by clicking on Start Application button. User can also start with a new business by selecting the My Business is not Listed radio button





# 9. Complete License Verification (if required)

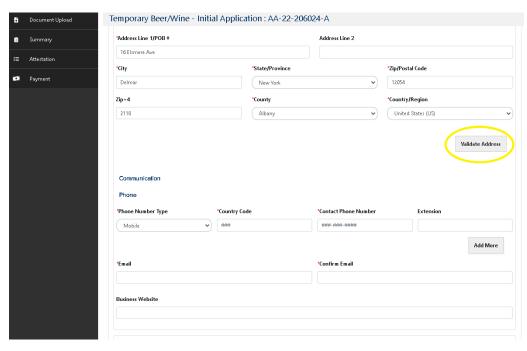
- 9.1 Some permits require license verification. Select a valid permit from the list and click "Start Application" to continue. If License verification is not required, then proceed to step 10.
  - 10. Complete the Applicant Information Section
- 10.1 Enter the Applicant Information fields. All fields marked with red star is mandatory.
  - 10.1.1 After entering the new Business information click on the Validate Business to check if the business exists (for new businesses only)





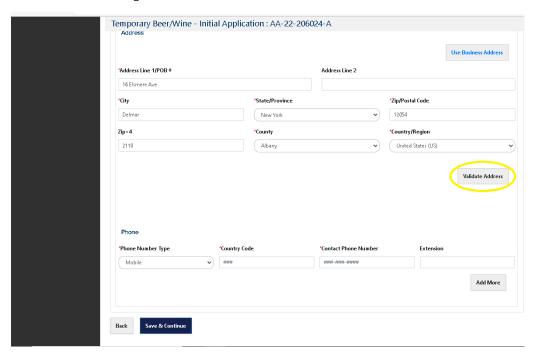


10.1.2 After entering the address information click on the validate address to check if the address is validated.

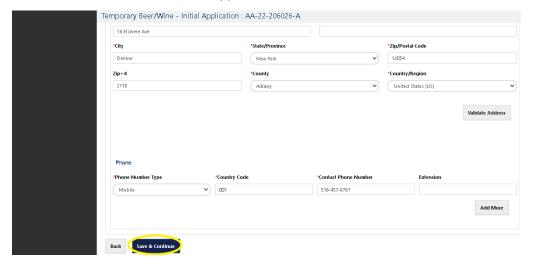




10.1.3 Enter the Communication section and the premises information and validate address once again.



- 10.2 Save and Continue the Applicant Information to move to the next section.
- 10.2.1 Once the address is validated, click on save and continue. This will take you to the principal section of the Application.

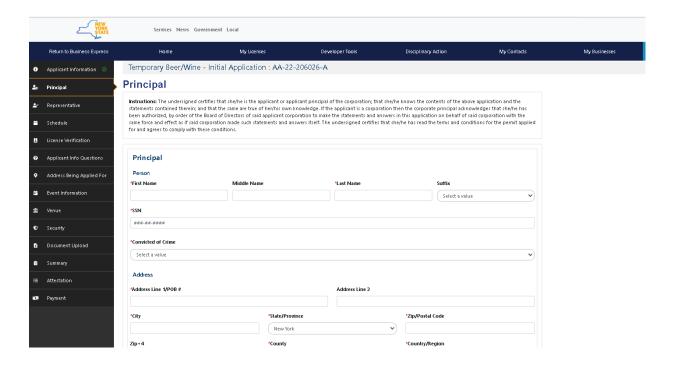






### 11. Complete the Principal Section

11.1 Once the user clicks "Save and Continue", the page is directed to the Principal section of the application. All fields marked with red star are mandatory.

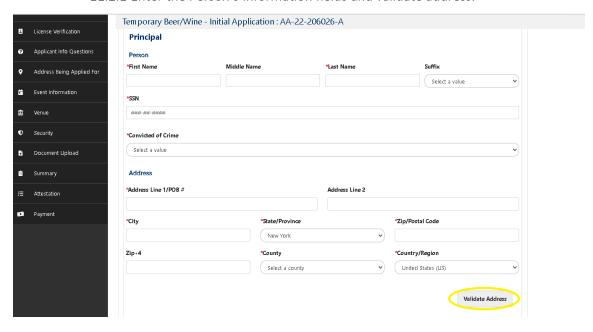




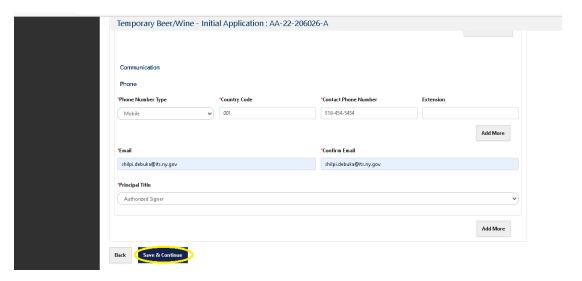


### 11.2 Enter the Principal Information fields

11.2.1 Enter the Person's Information fields and validate address.



11.2.2 Enter the Communications information fields and click Save and continue.

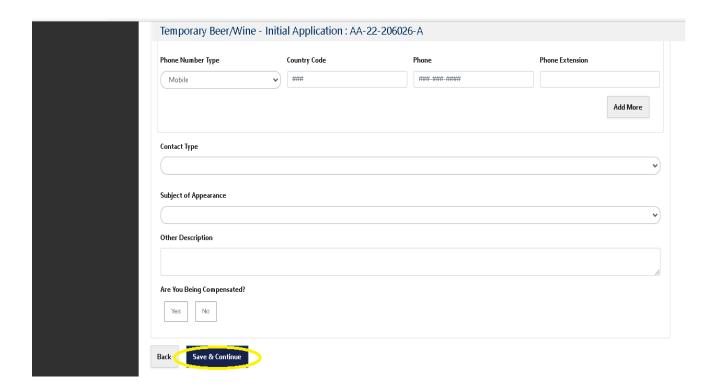






# 12. Optionally complete the Representative Information section

12.1 If filing on behalf of the applicant, complete the Representative section. Once filling the information, click on "Save and Continue", The page is directed to the Schedule section of the business.

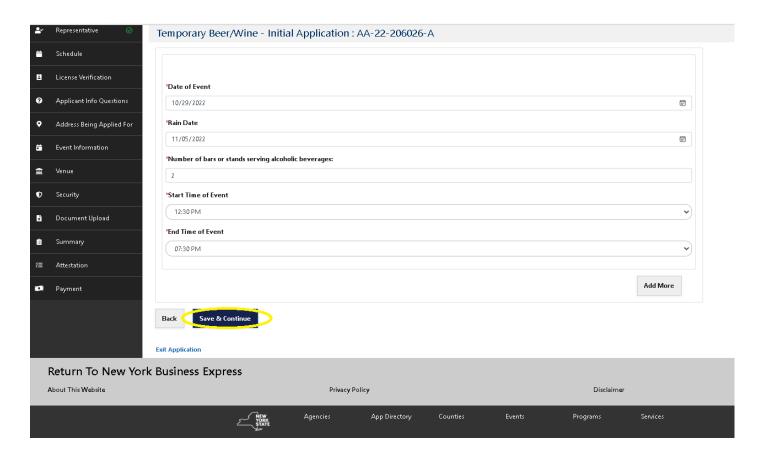






### 13. Complete the Schedule section

13.1 Enter the date for the event, click Add Date(s), and complete the form. (On the schedule page there is also a list of County closing hours which will help the user in scheduling the time of the event based on the county of event)

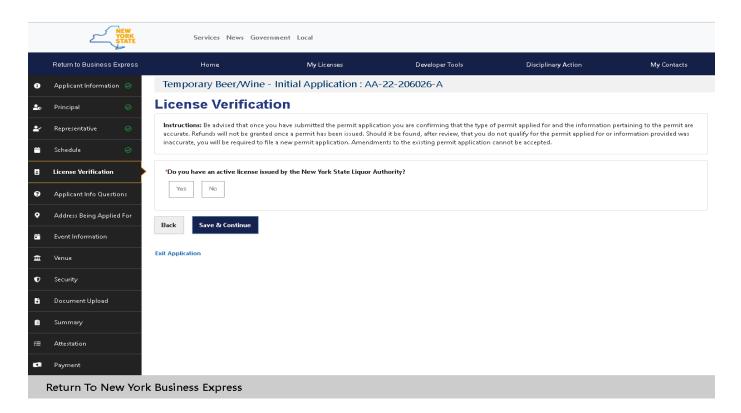






13.2 Once the user clicks on "Save and Continue", the page is directed to the License

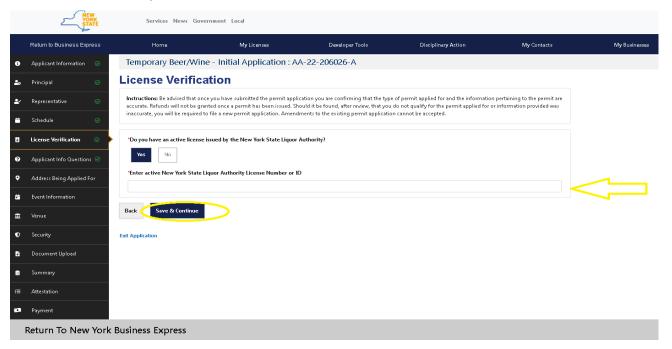
Verification page (if License Verification was required at the start of the application, this section is prefilled and uneditable).





# 14. Complete the License Verification Page

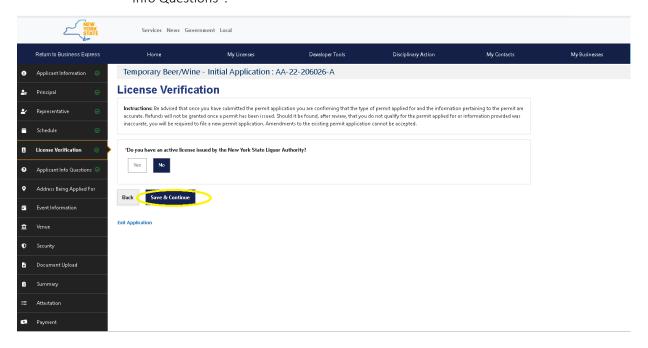
- 14.1 Fill in the active license permit section.
  - 14.1.1 optionally if they have an active license issued by New York State Liquor Authority, the user can provide the License Number







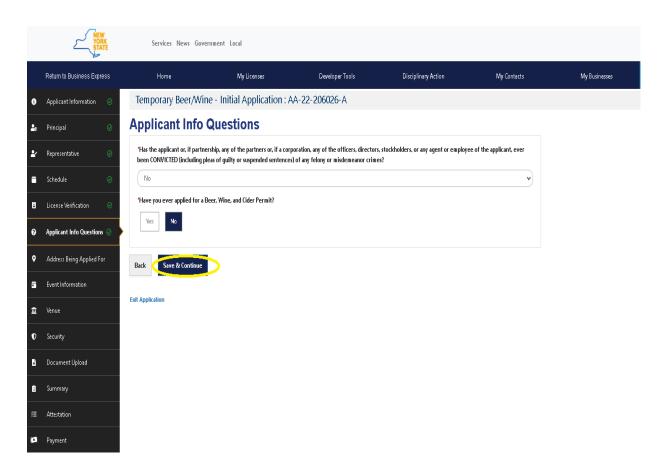
14.1.2 If the user does not have an active license issued by the New York State Liquor Authority, the user selects "No" and click on "Save and Continue "and the page will be directed to "Applicant Info Questions".





# 15. Complete the Applicant Info Questions

15.1 The user completes the Applicant Info Questions and clicks "Save and Continue". This will direct the page to the "Address Being Applied For" section.

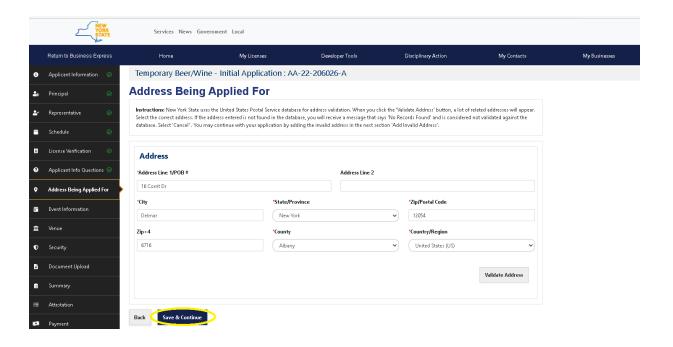






# 16. Complete the Address Being Applied For section

16.1 The user completes the Address being applied for section and clicks on "Save & Continue". This will direct the page to the Event Information page.

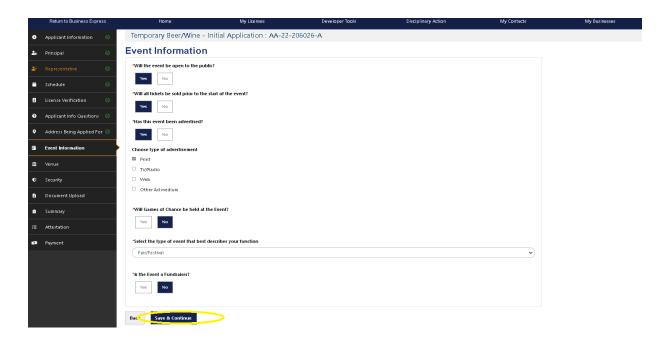






# 17. Complete the Event Information page

17.1 The user completes the Event Information page and clicks on "Save and Continue". This will direct the page to the Venue section of the business,

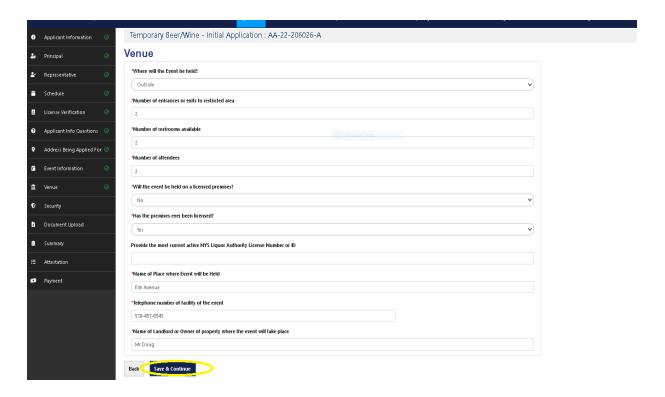






# 18. Complete the Venue section of the application

18.1 The user completes the Venue section of the application and clicks on "Save and Continue". This will direct the page to the Security section of the application.

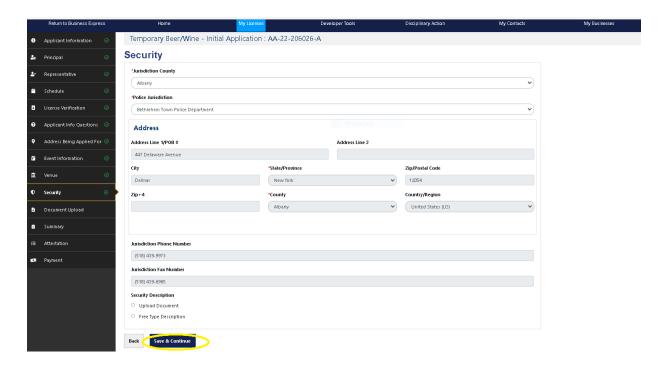






### 19. Complete the Security section

19.1 The user completes the security section of the application and clicks on "Save and continue". This will direct the page to the Document Upload section.



### 20. Complete the Document upload section

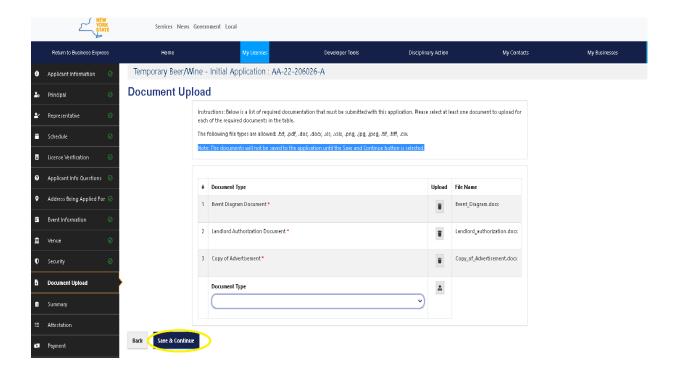
A list of required documents is listed in the document upload page. The user must select at least one document to upload for each of the required documents in the table.

Note: The documents will not be saved to the application until the Save and Continue button is selected.





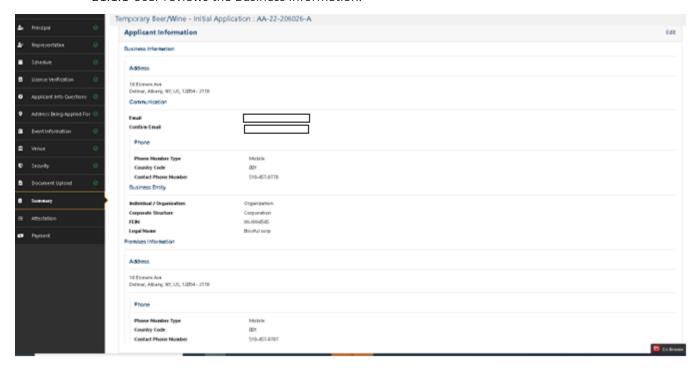
20.1 The user uploads the required documents and clicks "Save and Continue". This will direct the user to the Application Summary page.





### 21. Review the Application Summary Page

- 21.1 The user reviews the summary page to check if anything needs to edit or changed.
  - 21.1.1 User reviews the Business Information.





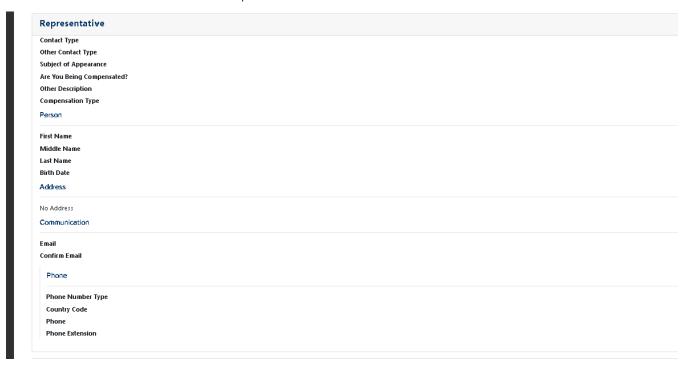


### 21.1.2 User reviews the Principal Information.

rincipal		
privicted of Crime	No	
incipal Title	Authorized Signer	
Communication		
Email		
Confirm Email		
Phone		
Phone Number Type	Mobile	
Country Code	001	
Contact Phone Number	518-454-5454	
Person		
First Name		
Last Name		
Suffix		
SSN	0006065454	
Address		



21.1.3 User reviews the Representative information.



21.1.4 User reviews the Schedule information.

# Date of Event 10/29/2022 Rain Date 11/05/2022 Number of bars or stands serving alcoholic beverages: Start Time of Event 11:30 AM End Time of Event 07:30 PM

21.1.5 User reviews the License verification information.

License Verification		Edit
Do you have an active license issued by the New York State Liquor Authority?	No	



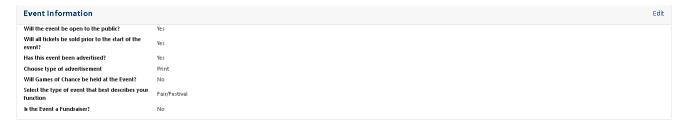
### 21.1.6 User reviews the applicant info questions.



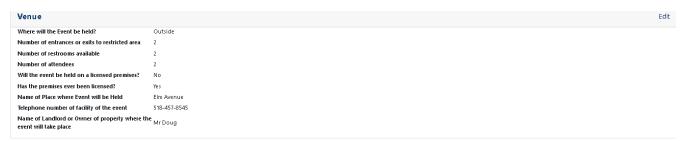
### 21.1.7 User reviews the address being applied for information.



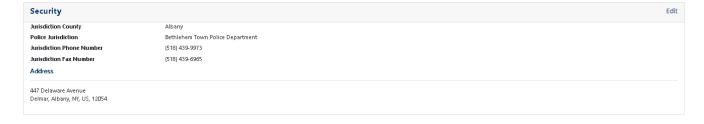
### 21.1.8 User reviews the Event information.



### 21.1.9 User reviews the Venue information.



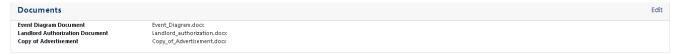
### 21.1.10 User reviews the Security information.



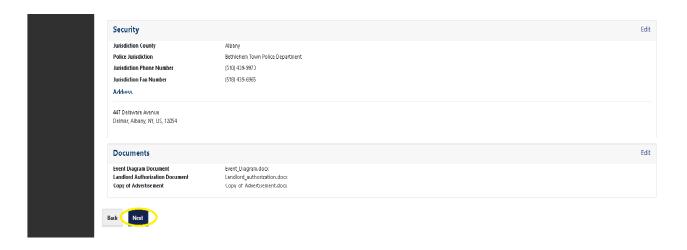




21.1.11 User reviews the Document upload information.



21.2 After reviewing the information, user clicks on "Next". This will direct the page to the Attestation section of the Application.

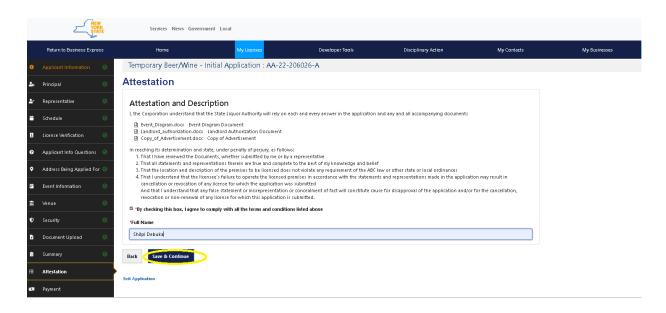






### 22. Complete the Attestation section

22.1 User completes the Attestation section by checking the check box and clicks "Save & Continue". This will direct to the Payment section of the application.

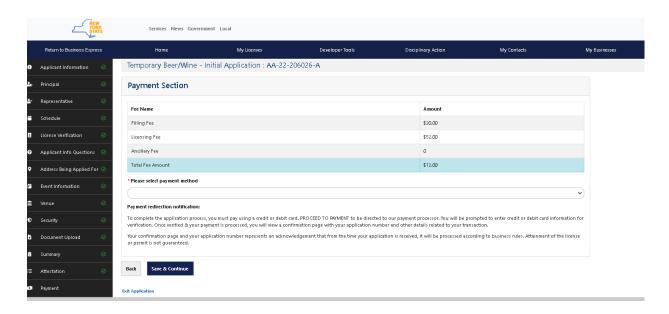




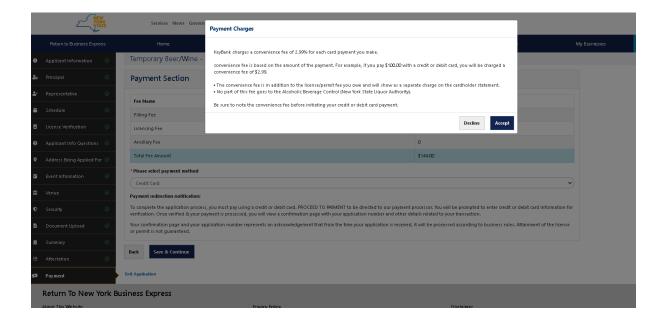


# 23. Review charges and select payment type

23.1 User reviews the application fees and selects a payment method from the drop down.



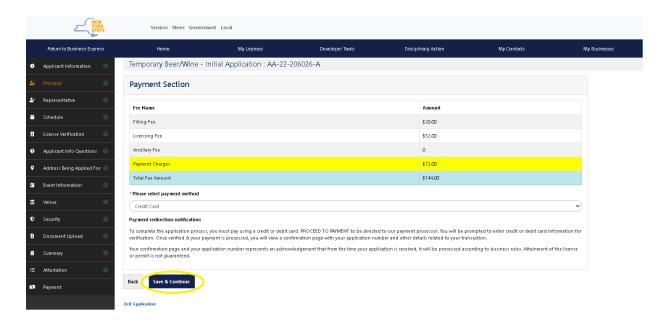
23.2 Review and accept the payment charges as displayed in the pop-up window.





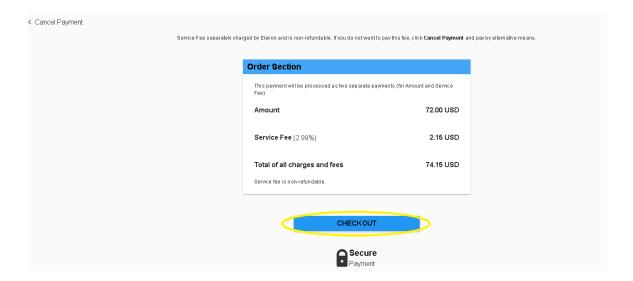


23.3 User reviews the updated fee table and clicks "Save & Continue".



# 24. Review summary of charges

24.1 Review the list of charges and click "Checkout".

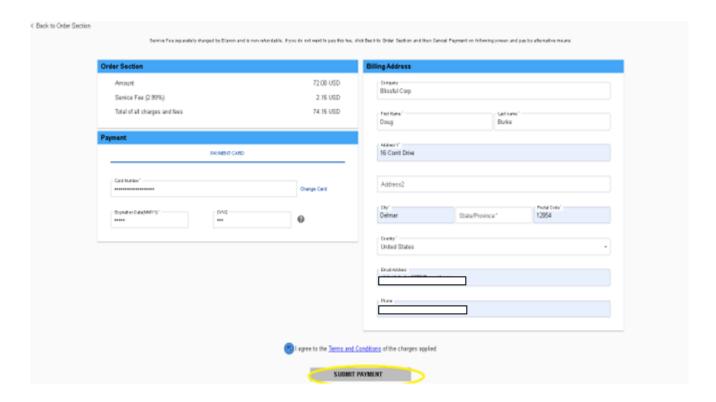






### 25. Submit Payment

25.1 Complete all required fields and accept the terms and conditions to submit payment.

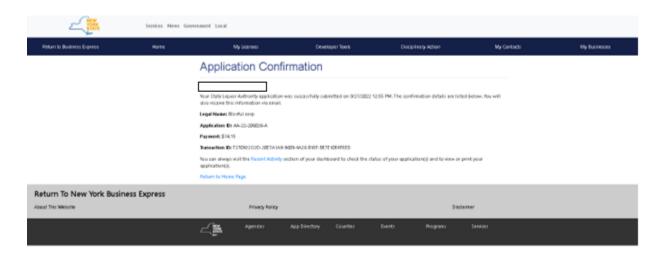






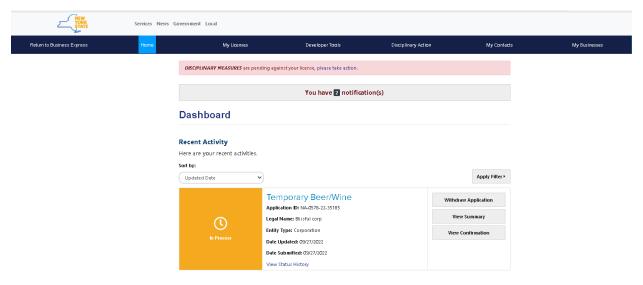
### 26. Review application confirmation

26.1 If payment is successful, the application confirmation page will be displayed. The application has been successfully completed. Please go to Home Page to check application status under "Recent Activity".



# How to view Application Details/Summary.

1. Navigate to the Home Page

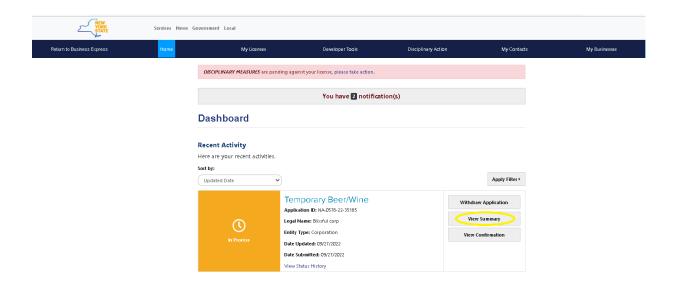






### 2. View Summary

2.1 The user clicks on "View Summary".





2.2 The Application summary is displayed.

16 Elsmere Ave Delmar, Albany, NY, US, 12054 - 2118

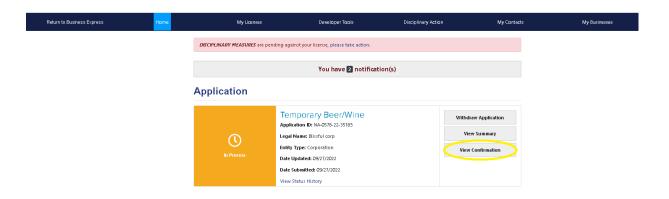
#### **Application Summary** Applicant Information **Business Information** Address 16 Elsmere Ave Delmar, Albany, NY, US, 12054 - 2118 Communication Email Confirm Email Phone Phone Number Type 001 Country Code 518-457-8778 Contact Phone Number Business Entity Individual / Organization Organization Corporate Structure FEN 30630064545 Legal Name Blissful corp Premises Information Address



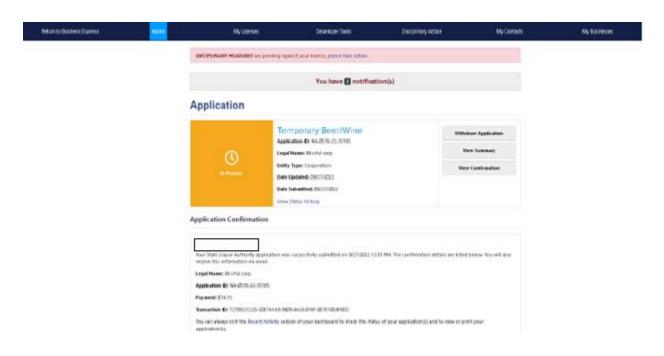


#### 3. View Confirmation

3.1 The user clicks on "View Confirmation"



3.2 Application confirmation summary is displayed.

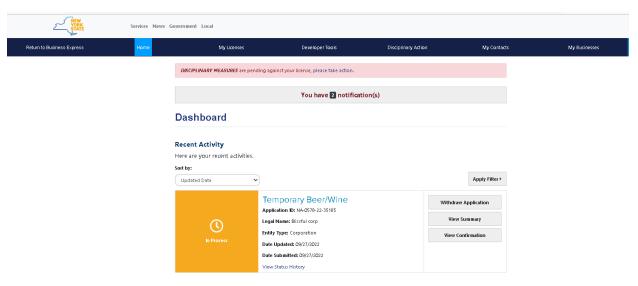






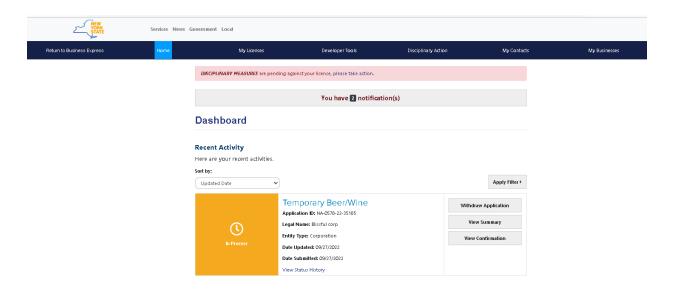
# **How to check Application Status**

1. Navigate to Home Page



## 2. View Status of the application

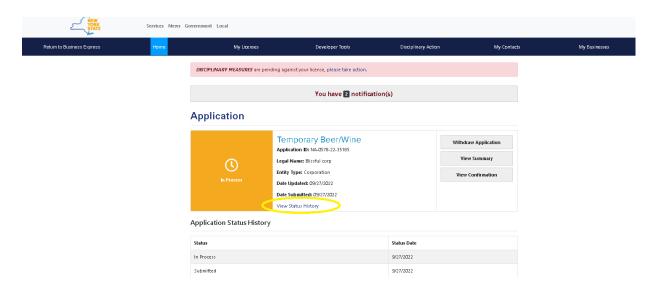
2.1 Locate your Permit/Application



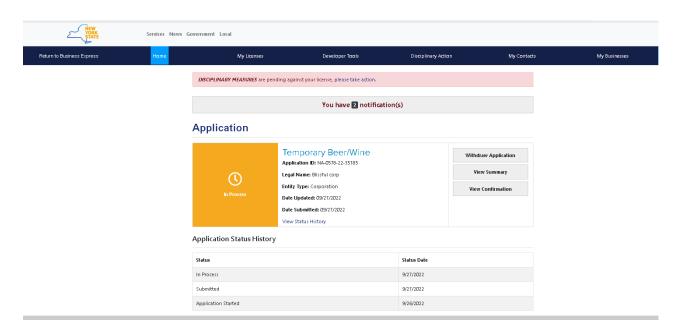




2.2 The user clicks on "View Status History".



2.3 The Status History along with status date is displayed.



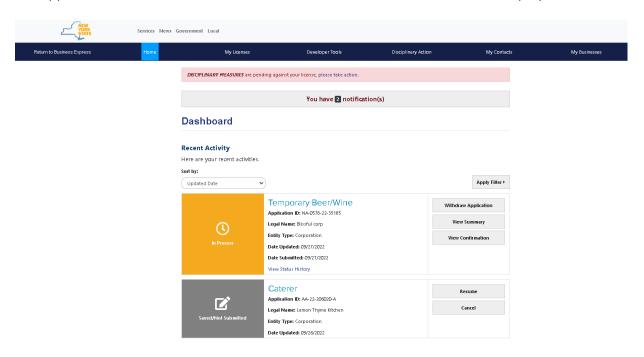




# How to resume a saved application

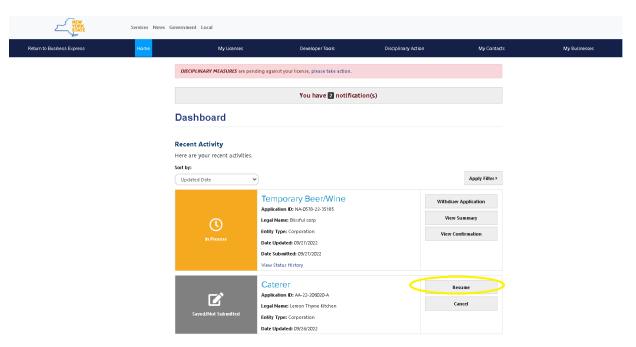
## 1. Go to Home Page

1.1 Applications with status Saved/Not Submitted will have Resume button displayed.

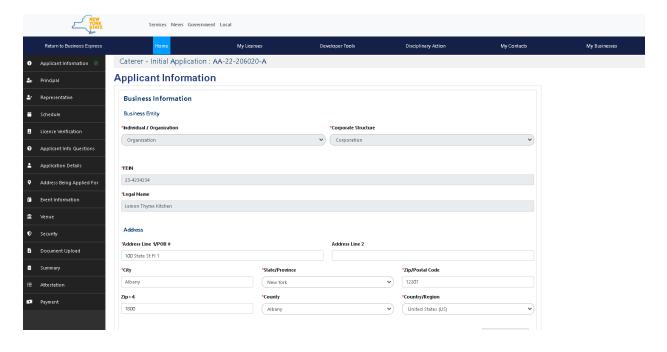




2. The user clicks on "Resume" button



2.1 Once the user clicks on Resume" button, the page is directed to the last updated section in the left menu.



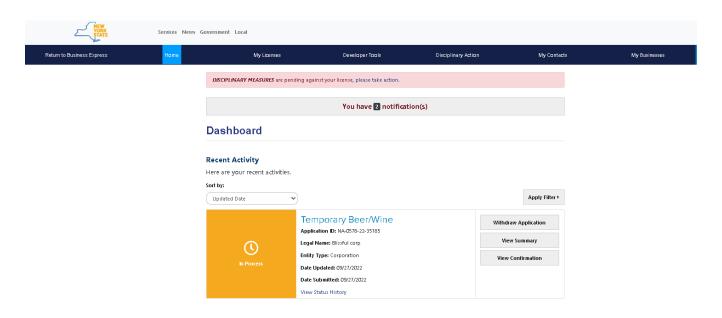




# How to view application receipt

## 1. Go to Home Page

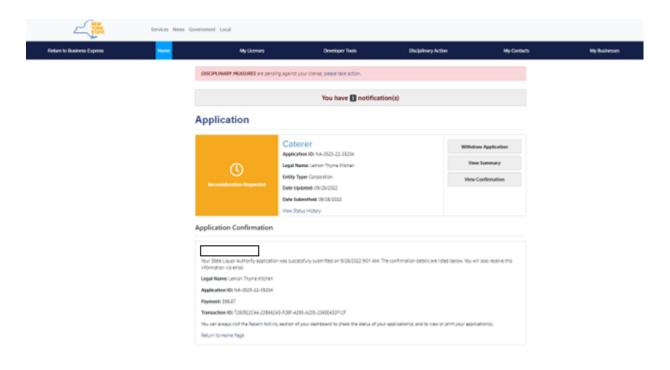
1.1 Go to Returning customer link to go to home page.





### 2. View Receipt

2.1 Click on "View Confirmation" to view receipt. Application details is displayed.







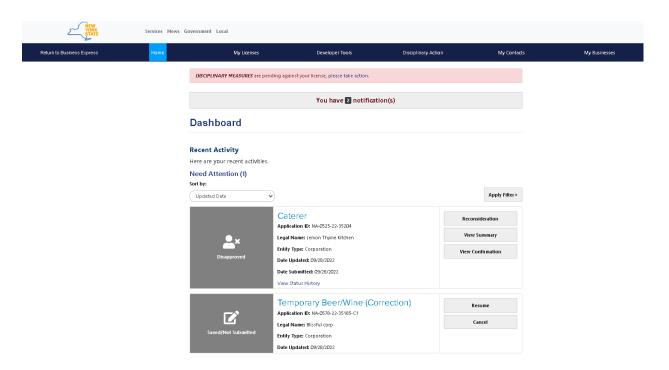
## How to correct a submitted application

### 1. Review Deficiency email

1.1 Review the Deficiency email sent to the business email which states that the Document/Application fields need correction.

### 2. Return to portal Home Page

2.1 Follow the returning customer steps to return to the Home Page.

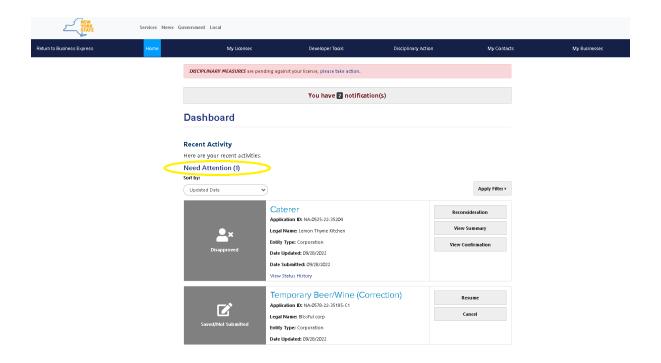






### 3. Need attention Page

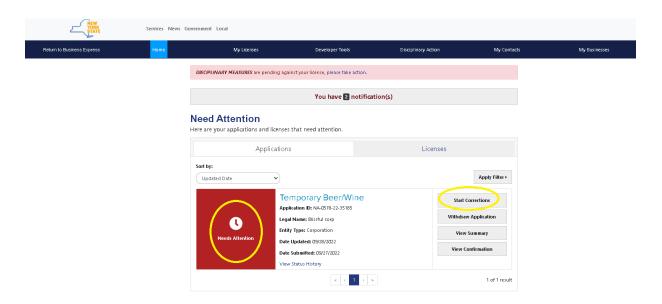
3.1 Under Dashboard, Page displays "Needs Attention" link. User clicks on the "Needs Attention" link. This will direct the customer to the "Need Attention" page.







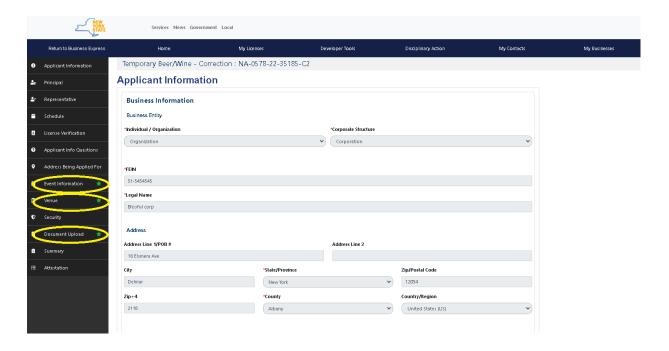
3.2 The application shows the status of needs attention, and "Start Correction" is displayed, which takes user to the Correction page.





### 4. Correcting/Updating the Application

4.1 The page is directed to the Correction page. On the left panel the section that need to be updated are marked with green asterisk.



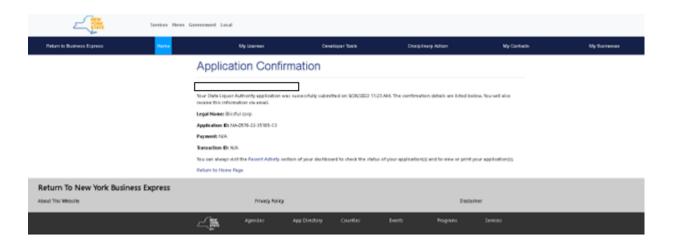




- 4.2 The user updates the fields that needs correction. Once the fields are updated, the marked green asterisk is replaced with the check mark.
- 4.3 Once all the sections are corrected, user will click on submit button in the last section to submit the application

## 5. Application Confirmation

5.1 Application Confirmation page is displayed, also the confirmation email is sent to the email associated with the business.

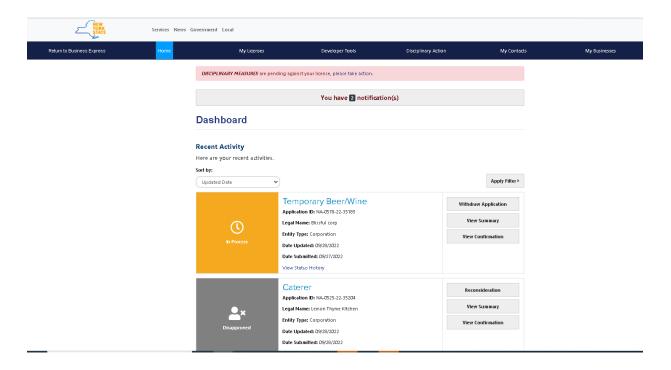






## How to request Reconsideration on a Disapproved Application

- 1. Review the Disapproval email
  - 1.1 Review Disapproval email sent to the business email which states that the Application is disapproved.
- 2. Return the portal Home Page
  - 2.1 Follow the returning customer steps to return to the Home Page

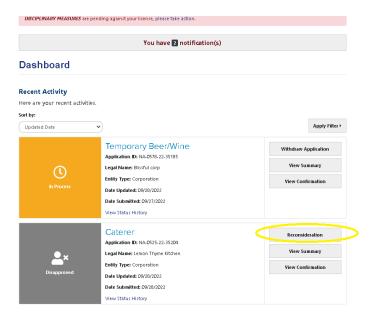






#### 3. Reconsideration button

3.1 Once the user goes to home page, The licenses are displayed with the statuses. User clicks on the "Reconsideration" button.

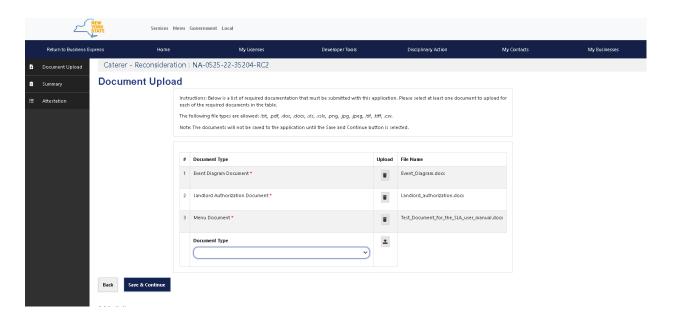






## 4. Document upload page

4.1 User is directed to Document upload page where the list of documents submitted with the application is displayed.

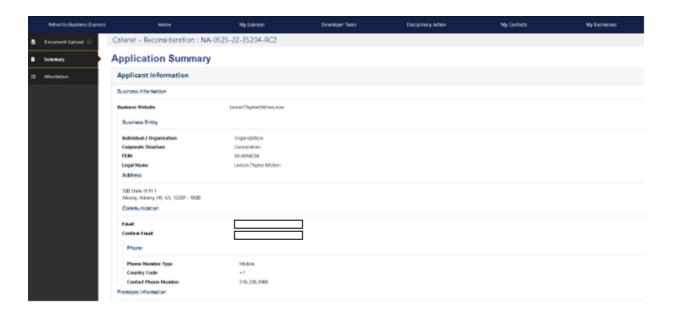






## 5. Application summary

5.1 User is directed to Application Summary page where the Applicant Information is displayed.

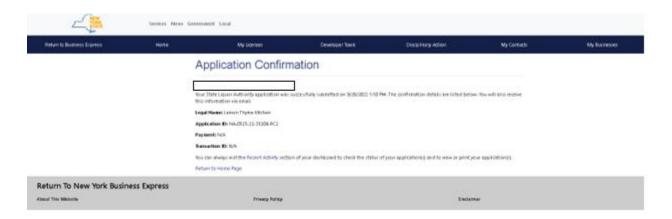






#### 6. Attestation Section

- 6.1 User completes the Attestation section by checking the terms and condition check box and clicks "Submit Reconsideration".
- 6.2 Once the Reconsideration is submitted, user receives the Application Confirmation that their application is submitted.



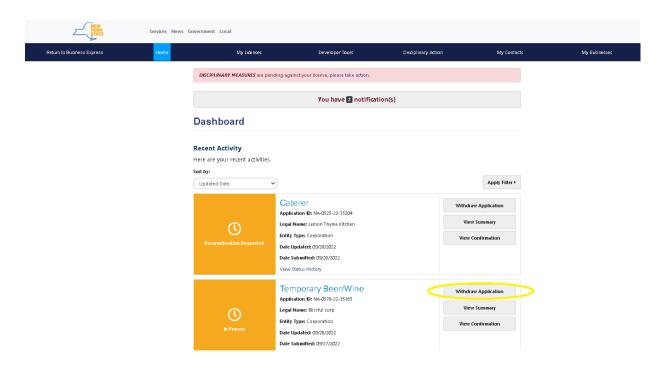




# How to withdraw a submitted application

- 1. Return the portal Home Page
  - 1.1 User logs in to the NYBE portal page and clicks on My Dashboard.
- 2. Withdraw button
  - 2.1 User clicks on the "Withdraw Application" button displayed on the submitted application.

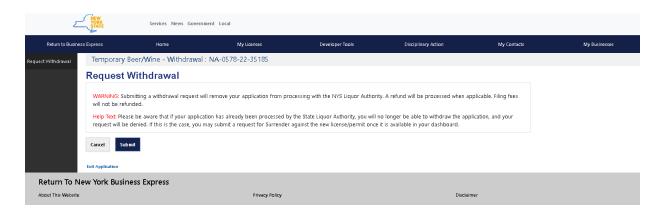
    This will direct the user to the Request Withdrawal warning page.







2.2 User reviews the warning and clicks on submit button. Upon submit user is directed to the confirmation page.



2.3 Withdrawal Application confirmation is displayed.



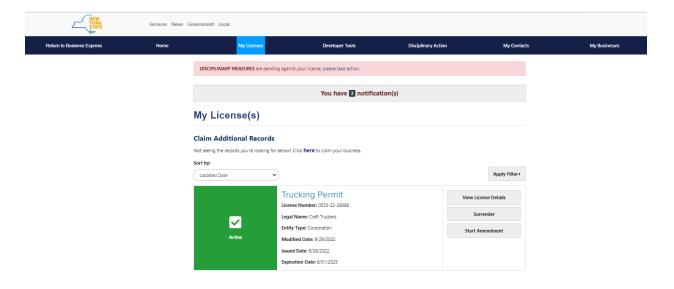




# **License Management**

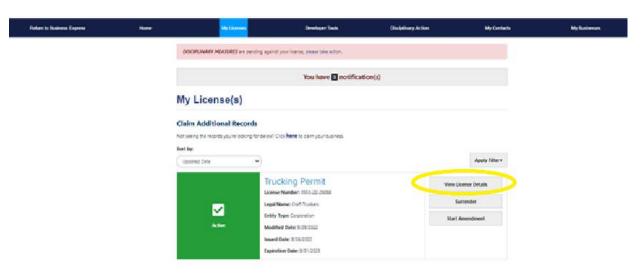
# How to check License/Permit status

- 1. Go to returning customer link to go to home page
- 1.1 Under "My Licenses", the details are listed.

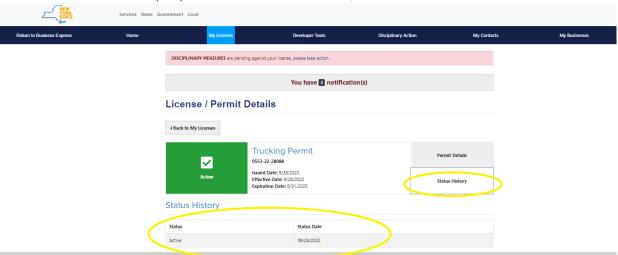




2. The status is displayed on the License card. The user clicks on "View License Details" to further look into details



3. The status is displayed under the "License/Permit Details"

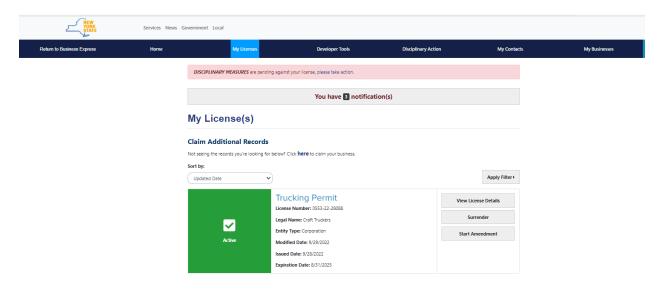






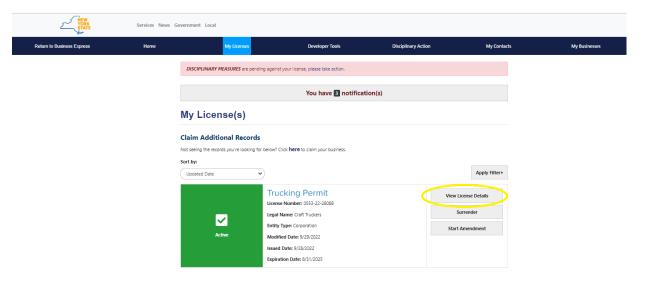
#### How to view License Permit Details

- 1. Go to returning customer link to go to home page
- 1.1 Click on "My Licenses". This will display the licenses/permit associated with the account.



2. Use clicks on "View License Details". This will display the details of the

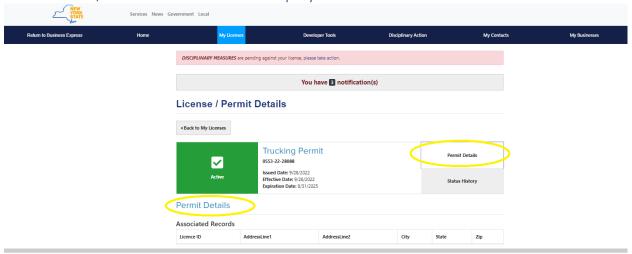
## License/Permit







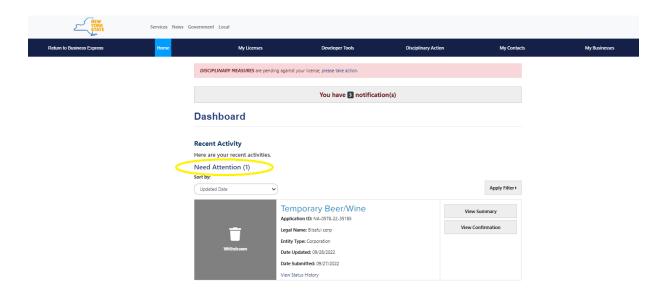
3. License/Permit details will be displayed



# How to renew a License/Permit

## 1. Go to home Page

1.1 Go to returning customer link to go to home page. One the home page, click on the link "Needs Attention".

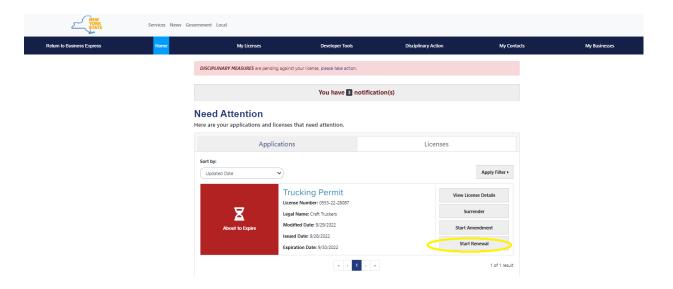






#### 2. Start renewal of the License

2.1 Once the user clicks on "Need Attention", user will be directed to the License renewal page. User clicks on "Start Renewal" button to start the process.



### 3. Filling and submitting the renewal information

3.1 Once user starts the process, the user will be required to fill all the fields. The fields are prefilled, but user can change the details if needed on select fields. Once all fields are filled and reviewed, the user submits the renewal.

Refer "How to submit an application" for further instruction.

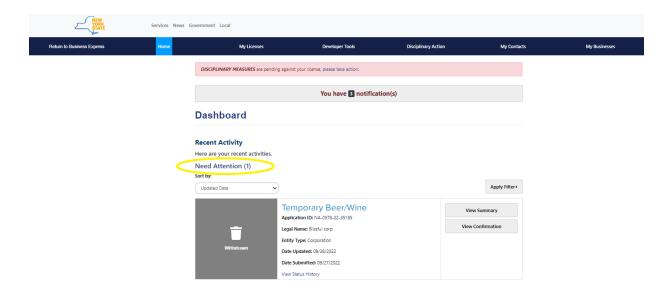




# How to Submit a Trucking Permit Amendment

#### 1. Go to Home page

1.1 Go to returning customer link to go to home page. On the home page, click on the link "Needs Attention". This will direct the page to the Licenses section.



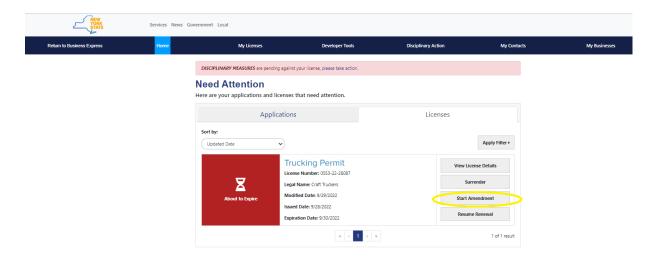




### 2. Go to "Start Amendment"

2.1 Once the user clicks on "Needs Attention", user will be directed to the License

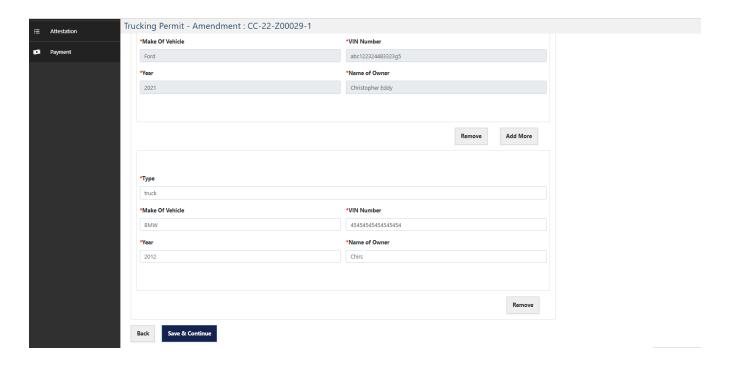
Amendment page. User clicks on "Start Amendment" button to start the process.







2.2 The user reviews and updates all the required fields. In the vehicle field, the user may add or remove the existing truck details. (Note: At least one truck details must be in the Vehicle field)





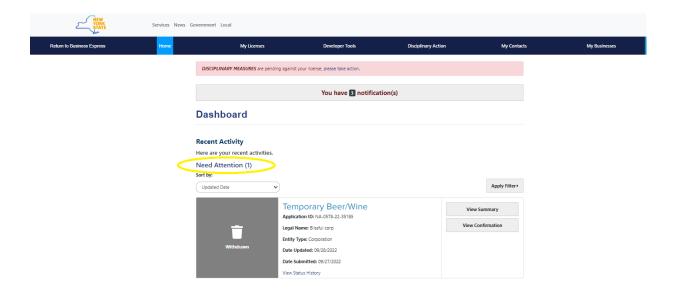
### 3. Submitting the Amendment

3.1 The user submits the Amendment. User can go to the home page or License page to see the status of the License.

# How to Surrender a License/Permit

### 1. Go to home page

1.1 Go to returning customer link to go to home page. Click on "Need Attention" to locate an about to expire Permit/License or click My Licenses to locate an active record.

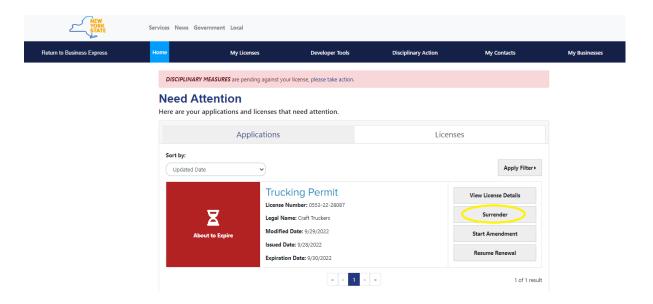






#### 2. Go to licenses

2.1 Locate the License/Permit in the Licenses page. Click on the "Surrender" button



#### 3. Submit Surrender

3.1 Once the customer clicks the surrender button, the page will be directed to different sections that needs to be reviewed and filled by customer. Once reviewed, the customer Submit the application.

(An application confirmation will be displayed)





